

Maine Department of Health and Human Services

MECMS Update 47

January 23, 2006

Billing News & Tips

Always check for the little things that can result in denial of your claim

Sometimes it's the little, uncomplicated things that cause a claim to deny. For example, we have to deny many claims because the wrong gender has been checked on the form.

Please make sure that the member's ID, name, gender, and date of birth are correct in all required fields of a claim form.

Some members have limited benefits, so verifying eligibility is important

Some MaineCare members are only eligible to receive limited benefits. Recently, many claims were denied because providers billed for services/procedures that are not valid for members who have limited benefits.

You should always verify a member's eligibility prior to providing services. If the member has a limited benefit, please contact the Office of MaineCare Services at 1-800-321-5557, Option 9, to verify that the service to be provided is a covered service for that member.

Claims for lab services may be suspended while we update our data

The Office of MaineCare Services is addressing a system issue that affects any provider that bills for laboratory services.

Certification numbers for Clinical Laboratory Improvement Amendment (CLIA) laboratory providers were not updated properly. As a result, some claims that you submitted may have been denied inappropriately.

We are currently suspending laboratory claims until CMS CLIA updates are correctly loaded into our system. Once the updates are in MECMS, we will begin processing the suspended claims.

You should resubmit any claims that have been denied inappropriately. Please continue billing new claims as usual.

Learn More & Talk to Us

See how to use MECMS web tools for easy access to information you need

Over the last few weeks, we've told you about new Internet access to your billing information through the MECMS Denied Duplicate Claims Lookup tool and the Temporary Provider Portal for Claims. Now you can learn more on how to use those convenient online features, as well as the Prior Authorization Portal, at a series of upcoming outreach sessions.

MaineCare Provider Outreach has scheduled several presentations where you can get all the details on how to logon and use these tools. These sessions will help you with passwords and navigation through the sites. Please note that these sessions are not intended as individual conferences on billing instructions.

The Denied Duplicate Claims Lookup tool assists you in researching a claim denied as a duplicate, with a remark code N111 on an RA. The Temporary Provider Portal enables you to check claim status at the header level.

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The Prior Authorization Portal shows you the status of requests for services, supplies and medical equipment.

The provider outreach sessions are for providers with Internet access in their offices.

To obtain passwords for the portals, please bring your billing provider numbers and Federal tax ID numbers to the sessions.

Two sessions will be held at each of the following sites, 8:30 a.m. to noon and 1 p.m. to 4 p.m.:

Augusta Monday, January 30 Maine Hospital Association 33 Fuller Road, Augusta, ME 04330

- Lewiston
 Tuesday, January 31
 DHHS Regional Office
 200 Main St., Lewiston, ME 04240
- Portland
 Wednesday, February 1
 DHHS Regional Office
 161 Marginal Way, Portland, ME 04101
- Bangor
 Thursday, February 2
 Bangor Motor Inn & Conference Center
 701 Hogan Road, Bangor, ME 04401
- © Caribou

 Monday, February 6 PM ONLY

 Tuesday, February 7 AM ONLY

 Caribou Nursing Home

 10 Bernadette St., Caribou, ME 04736
- Machias
 Wednesday, February 8
 Machias Motor Inn
 East Main St., Machias, ME 04654

For directions to DHHS Regional Offices: http://www.maine.gov/dhhs/bfi/Office%20Loc ations.htm

Enrollment is on a first-requested, first-registered basis and is limited to 50 at each session. You will receive an e-mail reply to confirm your registration. You may register by e-mail, mail, or fax.

- The e-mail is: mary.wilson@maine.gov
- ① The fax is: 207-626-5210
- The postal address is:

 Mary Wilson
 Institute for Public Sector Innovation
 295 Water St.

Augusta, ME 04330

To register, please provide:

- The name of the person(s) attending, provider/billing agency name, billing number, phone number, and e-mail.
- Location, date and choice of AM or PM.

For cancellations due to inclement weather, please check http://www.maine.gov/dhhs or call the DHHS office where your session is scheduled. Sessions will be cancelled if the local DHHS office is closed.

Contact Us

E-mail us at: BMS.inquiry@maine.gov

Call us at: 1-800-321-5557

TTY: 1-800-423-4331 Augusta area: 207-624-7539

On the web at: www.maine.gov/dhhs/bms

Write us at: Inquiry Unit

Office of MaineCare Services 11 State House Station Augusta, ME 04333-0011

At our website, you can download this newsletter, access handy information such as billing instructions, and sign up for our listserv to have OMS news delivered to your inbox.